

Housing Quality Standards (HQS) Complaints

A. GENERAL POLICY

All units must be inspected at least annually, using Housing Quality Standards (HQS).

If, at any time, the tenant or owner complains in writing that the unit does not meet Housing Quality Standards, the OCHA will conduct an inspection.

The OCHA staff is required to inspect only these items which the tenant or owner has complained about. If the Inspector notices additional deficiencies that would cause the unit to fail the HQS, they must also note those items in the inspection report and require the owner to repair those deficiencies.

The Owner may charge the tenant for repairs made due to tenant neglect or abuse. State or local codes or laws may guide what recourse, if any, the owner has in recovering any costs of repairs. The owner may choose to initiate legal action against a tenant.

The owner must be given time to correct the failed items. The same guidelines as identified in Chapter 16 will be used.

If the owner fails to correct failed items after they have been given a reasonable time to correct the items, the guidelines in Chapter 16, of this Plan regarding abatement/suspension and termination will be used.

B. EMERGENCY REPAIR ITEMS

The emergency repair items, guidelines, and timeframes listed in Chapter 16, of this Plan will be used.

C. ABATEMENT/SUSPENSION

The same policy, guidelines and timeframes identified in Chapter 16, of this Plan will be used.

D. HOUSING ASSISTANCE PAYMENT CONTRACT TERMINATION

The same policy, guidelines and timeframes identified in Chapter 16, of this Plan will be used.

E. RESPONSIBILITY OF THE FAMILY TO ALLOW INSPECTION

The same policy, guidelines and timeframes identified in Chapter 16, of this Plan will be used.